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ABSTRACT

This book, which was written to comply with requirements of Australia's Technical and Further Education (TAFE) National Communication Modules, contains 14 chapters that reflect current thinking regarding the subject of communication. They are designed to help widely diverse groups of students in the modern business and industrial world develop competence in the area of business communication. Discussed in the individual chapters are the following topics: the theory of communication, communicating in the workplace, communicating in work teams; dealing with conflict, negotiating, building teams, conducting meetings, interacting with clients, presenting information, developing job-seeking skills, conducting/participating in interviews, speaking in public, writing in plain English, and presenting reports. Each module contains some/all of the following: chapter aim, outline of chapter structure, discussion of recommended resources, background information about the topic addressed in the module, instructional exercises, suggestions for further reading, lists of tips, and sample forms. Among the various types of exercises included throughout the book are the following: educational games, role playing, drawing, and group discussions. Concluding the book is a subject index. (MN)

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